

GENERAL TERMS AND CONDITIONS

"We" means Hôtel de l'Europe, located at 39, Rue Carnot in Poitiers (86) and its wonderful team.

"You" refers to any natural or legal person who makes a reservation with us.

1. Purpose of the general terms and conditions

These general terms and conditions of sale apply to reservations for rooms and additional services at the Hôtel de l'Europe.

In addition to being a binding document, these terms and conditions are intended to govern our relationship and to answer any questions you may have. However, if you still have any questions, please do not hesitate to contact us via the following channels:

- Mail: contact@hepoitiers.com

- Telephone: +33 5 49 88 12 00

2. How do I make my reservation?

You can do it all from our website ! However, if you have any doubts, don't hesitate to contact us directly - we'll do everything we can to help. Anyone wishing to stay at the Hôtel de l'Europe is advised to book in advance to avoid disappointment.

When you make your reservation, you will be asked to guarantee it with a bank card; if you fail to do so, your reservation will not be validated. The hotel reserves the right to pre-authorise the credit card before the arrival date.

You will then receive a confirmation email with all the information you need for your stay at the Hôtel de l'Europe. Please note that at certain times of the year, a minimum booking period may be required. We will let you know if this is the case.

3. What happens if I want to cancel?

It all depends on the booking ! For bookings made via platforms (Booking, Expedia, etc.), please refer to their terms and conditions. The information below concerns direct bookings.

1. Flexible rate

Free cancellation up to 48 hours before arrival for negotiated rates (or up to 3p.m the day before arrival for public rates). After this time, the stay will be invoiced at 100%.

If you cancel within the allotted time, we will not deduct any charges (request made by telephone, e-mail or via our website www.hotel-europe-poitiers.com).

In the event of a no-show, the Hotel de l'Europe will require 100% payment for the stay and will have the option of re-letting the room.

2. Non-flexible rate

Reservation Non-Cancellable Non-Refundable and Non-Exchangeable, regardless of the time of cancellation. Only the cost of the accommodation (room) is deducted at the time of booking.

4. Can you cancel?

Yes, but we try to avoid doing this.

If this happens, we will offer you (at our discretion) either a refund of the sums already paid, or rehousing in an establishment of at least an equivalent category in Poitiers. In this case, we will cover any difference in price.

5. When, how and how much do I pay in the end? What about tourist tax?

Payment for accommodation must be made no later than the day of departure. For long-term rentals (1 week or more), bills must be paid every week.

We accept the following methods of payment: Visa, Mastercard, American Express, ANCV cheques (only if the booking has been made directly - by email, hotel website or telephone), or cash (for amounts under €100 or against a bank guarantee). Management will not accept payment in chocolate eggs or gold ingots!

In application of article 2102 of the French Civil Code, any person refusing to pay their balance may not oppose the retention of their luggage. Room rates are set by the day. Failure to pay will result in the immediate expulsion of the customer, subject to legal proceedings for payment of the balance due.

You will pay for your room the price indicated at the time of your reservation and confirmed by email. This price includes all taxes and does not include any additional services/consumptions you may require during your stay (bar, car park, etc.).

We do not set the amount of tourist tax : we simply collect it and pay it back. It is levied in the commune and is payable on site. The amount in force in 2024 is €1.40 per person per night.

6. I have children / a cute dog

We have baby cots available for children under 3 years of age. Please let us know when you make your reservation if we need to provide one (charged at €8/night). The maximum number of cots in a room is 1.

Small pets (cats or dogs) are tolerated in some of our Large rooms, which have wooden floors (pets are charged €8/night + €200 deposit in the event of damage). However, we reserve the right to decide what we consider to be "small", and we reserve the right to refuse any animal if we feel that it does not meet all hygiene or safety requirements.

Pets are your sole responsibility. They must not be left unattended in the room. Any damage, whether caused intentionally or unintentionally, must be paid for at your expense (see Scale of charges for damage or missing items).

7. Is your hotel accessible to people with reduced mobility?

Of course : when we renovated the hotel, we made sure that all our services were accessible to people with reduced mobility.

Some rooms have been specifically added and are accessible by lift. When making your reservation, please let us know if you would like to reserve one of these rooms specifically and let us know if you have any special requests.

8. Do I have any obligations to you?

The first is to have a good time and enjoy your stay !

Beyond that : do not bring third parties into the hotel or accommodate more people than stated at the time of your reservation without our agreement, use the room and its facilities in a reasonable manner and in compliance with the regulations in force. If you fail to do so, we may require you to leave the hotel immediately.

We will provide you with a room in good condition, so please take good care of it and bear in mind that you are responsible for any loss or damage that occurs during your stay. Should such an event occur, we will be entitled to charge you for the amount of damage caused after your departure from the hotel, in accordance with the scale set out in this document. If one or more minors occupy the room(s) you have booked, you undertake to ensure that an adult is present with them in each room concerned.

Over and above the material goods, in the event of failure to respect the well-being of all (nuisance, failure to respect staff, etc.), you will be asked to leave the hotel without being able to demand any reimbursement.

A couple of other things : when you arrive, you'll need to fill in a police form (required by law) and show us a valid form of identification. We may also ask you to show us the credit card you used to book your stay. Finally, all our rooms are non-smoking (€150 penalty for non-compliance).

9. And in practice ?

You will be able to occupy your room from 3pm, and you must leave it before 11am. If you leave your room after this time (maximum 2pm), a supplement of €10/hour will apply. A luggage storage service allows guests to leave their luggage securely at reception.

On departure, guests must return their room key to reception.

If the key is lost or not returned, it will be charged to the credit card used to guarantee the reservation.

10. I've forgotten some things in my room !

If you forget or abandon your belongings, our team will contact you to offer to send them to you (at your expense, rates set according to volume/weight). In the absence of a response from you, any item found will be kept for a period of 6 weeks.

After this period, and as stipulated by the law of March 31 1896, items left behind or abandoned may be sold or given away.

11. How can I let you know if I'm satisfied or dissatisfied ?

If you're satisfied, we're delighted ! You can of course tell us, sing it, shout it, but if you want to help us, you can also write a review on Google, TripAdvisor or Booking. We'd love to hear from you!

If you are not satisfied, or if you have encountered the slightest difficulty during your stay, don't hesitate to let us know in person during your stay. Alternatively, you can send us an e-mail to contact@hepoitiers.com.

In the absence of a satisfactory response or a response within 60 days, the customer may refer the matter free of charge to the Tourism and Travel Ombudsman, whose contact details and procedures are available on the Ombudsman's website: www.mtv.travel.

12. What about groups?

A reservation is considered to be a group when 5 or more rooms are booked. A deposit of 30% of the total amount of the reservation will be requested at the time of booking to confirm the group. The deposit is non-refundable from D-30.

Our cancellation & payment policy are indicated in the quotes we send.

13. Oops, I broke the porcelain vase...

In the event of a problem, the customer must accept civil liability. In the event of damage, the Hôtel de l'Europe reserves the right to invoice the customer for the cost of repair or replacement. The same applies to any infringement noted after the customer's departure, the amount of compensation will be debited from the customer's card and the invoice sent by e-mail.

Scale applied in the event of damage or missing items

Damage/missing element found	Applicable rate
Smelly room - smoking	150€
Unusually dirty room	150€
Key & keyring	80€
Rituals shower gel dispenser	15€
Bath towel	25€
Hanger	4€
Hook	3€
Mattress / bed base	350€ / 250€
Duvet / Blanket	60€ / 40€
Cover sheet	30€
Colorful curtains	220€
Curtains	120€
Footstool	50€
Kettle	50€
Television/air conditioning remote control	20€

For damage and missing items in our gym, please refer to the amounts indicated in the rental contract provided by reception when the keys are handed over.

14. What do you do with my data?

At certain points during your customer experience, we collect personal data in accordance with legal requirements (RGPD) and to provide you with a better service. Personal data is information that can identify you as an individual or relate to you as an identifiable person.

We collect and process the following personal data:

- Name
- Gender
- Postal address
- Telephone number
- E-mail address
- Financial information (such as credit and debit card numbers or other payment details - information not retained from one booking to the next)
- Preferred language
- Date and place of birth
- Nationality, government issued identification document number
- Etik' loyalty programme details
- Employer information (for business bookings)
- History of your stays, products and services purchased and special features

In more limited cases, we may also collect the following:

- Data on family members and companions, names and ages of children
- Biometric data
- Data in the form of image or video files from security cameras located in public areas such as the corridors and halls of our establishment.

We may also collect information about your preferences which we use to make your current and future stays and experience with us more enjoyable. This may include your likes and dislikes, dietary restrictions, health restrictions or personal needs to ensure your well-being.

Regarding the software used, here they are:

- Ciel Accounting: no company information is kept in the accounts (no address, no account number, no name)
- Galaxy management: information on your bookings (listed above)
- Outlook and Orange e-mail: e-mail address recorded in our directory, with no other information
- Mail and Pack Office tables (Word, Excel): kept as evidence

**The wonderful Hôtel de l'Europe team is at your service 24 hours a day
on +33 (0)5.49.88.12.00 or by e-mail at contact@hepoitiers.com**

